



Employment & Independence

**UTAH STATE
OFFICE OF
REHABILITATION**

Donald R. Uchida
Executive Director

Marilyn Call, Division Director

**ROBERT G. SANDERSON
COMMUNITY CENTER OF THE
DEAF AND HARD OF HEARING**
5709 South 1500 West
Taylorsville, UT 84123-5217

Phone (801) 263-4860
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Fax (801) 263-4865

May 12, 2010

Commissioner Meredith Attwell Baker
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Commissioner Baker:

I am the current director of the Utah State Division of Services to the Deaf and Hard of Hearing which is housed at the Sanderson Community Center of the Deaf and Hard of Hearing. Since I began working for this Division in 1992 assisting Deaf clients in a variety of ways I am in awe of the technological advances over the years such as the video relay service. Video relay has changed the way in which we do business. Video relay has greatly improved communication for deaf individuals across the country.

In the 1990's when Deaf people had to rely on text-based communication devices such as the teletypewriter (TTY), helping deaf people to connect with hearing social services programs was laborious and frustrating. We had to hire hearing employees to make phone calls for deaf people because their written language was not easily understood by hearing service providers. Today our center employs many more deaf individuals due to the availability of video relay. Our deaf counselors assist clients to negotiate complicated governmental systems such as immigration and social security through use of the video relay service. Due to video relay, more deaf people are working rather than receiving benefits.

It has taken continual development of video relay products and the consistent use of highly skilled interpreters to get to a state of consistent quality that truly gives functionally equivalent communication to deaf individuals. Success of this technology has changed the way we operate our division. I fear that making a drastic rate cut in the compensation rates for providers will hurt the quality and availability of this important service. This proposal could limit video relay access to thousands of deaf people, long periods of time waiting on hold for an operator would again be the norm, and quality interpreters would look for work elsewhere.

It seems that when economic challenges arise, people who have been without equality for hundreds of years are among the first to lose services. Please consider how important this service is to deaf people as they communicate with their work environments, family and friends before curtailing funding for this life-changing technology.

Sincerely,

Marilyn T. Call
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Commissioner Robert M. McDowell
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Commissioner McDowell:

I am the current director of the Utah State Division of Services to the Deaf and Hard of Hearing which is housed at the Sanderson Community Center of the Deaf and Hard of Hearing. Since I began working for this Division in 1992 assisting Deaf clients in a variety of ways I am in awe of the technological advances over the years such as the video relay service. Video relay has changed the way in which we do business. Video relay has greatly improved communication for deaf individuals across the country.

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Commissioner Mignon Clyburn
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Commissioner Clyburn:

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Honorable Julius Genachowski, Chairman
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Chairman Genachowski:

I am the current director of the Utah State Division of Services to the Deaf and Hard of Hearing which is housed at the Sanderson Community Center of the Deaf and Hard of Hearing. Since I began working for this Division in 1992 assisting Deaf clients in a variety of ways I am in awe of the technological advances over the years such as the video relay service. Video relay has changed the way in which we do business. Video relay has greatly improved communication for deaf individuals across the country.

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Commissioner Michael J. Copps
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Commissioner Copps:

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